



EMPLOYMENT OPPORTUNITY

FLOW and C&W Business deliver world class telecommunications to the British Virgin Islands, offering mobile, broadband, fixed line and entertainment services to both consumers and businesses. If you are a high achieving self-motivated individual ready for a challenge in the high intensive industry of telecommunications, please submit your resume and a cover letter for the position of **Senior Manager North B2C Sales & Churn Management**.

The primary function of the **Senior Manager** is to generate profitable growth, setting the strategic sales strategy and developing, leading, managing and implementing effective strategies, processes, and programs to achieve all KPIs. The focus of this job is making connections with people, motivating, and inspiring them to achieve results. Possessing an engaging, empathetic communication style based on natural warmth and enthusiasm is the key to achieving the goals of this job. The work involves driving toward results by enrolling the commitment and buy-in of others. While the job requires strong initiative and self-direction, results are only achieved with and through people.

The role will be based in the British Virgin Islands.

Responsibilities

What You'll Do

- Generate profitable growth, setting the strategic sales strategy and developing, leading, managing and implementing effective strategies, processes, and programs to achieve all KPIs.
- Manage all retail team leads in the BVI and North Markets and support the oversight of the retail stores to ensure compliance with CWC audit compliance and in line with assigned budget.
- Assures successful leadership to commit sales workforce engagement and performance effectiveness.
- Develop and manage sales targets for all consumer sales channels including all products.
- Develop and manage Retail Incentive schemes for BVI and North Markets.
- Review commissions, negotiate contract terms and conditions for Recharge Distributors, Wholesalers, and Partner Sales Channel & Outsourced Resources.
- Develop key growth sales strategies, tactics and action plans.
- Execute successfully the strategies required to achieve YOY financial targets.
- Responsible for the management of gross margins and cost of sales in the consumer sales channel in compliance with established guidelines.
- Develop and implement appropriate processes for service resolution utilizing established key performance indicators (KPI's).
- Lead the implementation of mutually agreed Regional Strategies, Standards and Policies around Selling, Service, Merchandising, and Promotions; and conduct measurements to assess the impact on each channel.
- Implement relationship management guidelines to increase customer and partner retention.
- Build and maintain strong lasting customer and partner relationships.
- Continually evaluate the retail channels for improvements.
- Develop and manage OPEX and CAPEX budgets for BVI and North Markets.
- Effectively communicate the value proposition through proposals and presentations.

CHURN MANAGEMENT – BVI and NORTH MARKETS

- Lead the team to meet KPIs such as save rate, cost of save, survival rate, TNPS and other operational metrics
- Ensure the churn supervisor provides weekly coaching and development feedback to all team members.
- Motivate, develop and drive the team to achieve and surpass set targets.
- Ensure the churn supervisor and churn compliance agent listens and evaluates calls to determine opportunities for improvement and provide appropriate feedback to team members.

- Identify training opportunities and coordinate implementation by training team.
- Ensure the churn supervisor maintains Performance Scorecards and Personal Development Files for each Loyalty Specialist.
- Take actions to positively enforce agreed Team Culture and drive high level of team engagement.
- Utilize Reward and Recognition programs/techniques to drive high performance within the teams.
- Function as the escalation point for situations requiring actions beyond agent and supervisor approved processes.
- Recognize process improvement areas and funnel to the Performance Optimization Team.

Qualifications

Knowledge & Experience

- Ideally educated to degree level or alternate appropriate industry experience.
- Minimum of 3 years senior retail management experience across multiple outlets or franchises in a dynamic and highly competitive environment.
- Experience in the mobile telecommunications sector is required.
- Experience and appreciation of working in a customer focused environment.
- Proven sales executive experience, meeting or exceeding targets.
- Proven ability to drive the sales process from plan to close.
- Demonstrable experience as head of sales, developing client-focused, differentiated and achievable solutions

Skills & Abilities

Candidates must possess a high level of demonstrated competence in the following areas:

- Ability to communicate, present and influence all levels of the organization, including executive and C-level
- Ability to travel
- Ability to manage multiple and diverse teams
- Attentive to details
- Self-motivated and result-oriented approach to work
- Strong organizational skills
- Ability to multi-task and deliver against competing priorities
- Ability to build strong relationships and work as part of inter-disciplinary teams
- Ability to thrive in a fast-paced and demanding service environment
- Able to operate autonomously and demonstrate initiative in problem solving, decision making and proactive approach to job
- Confidentiality and trustworthiness
- Initiative and resourcefulness in the conduct of duties
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills

Employment Type: Full-time position

Closing Date: 21 December 2024

Please send cover letter and resume to akilah.corbin@cw.com by 22 December 2024.

For further information or expressions of interest, please call Akilah Corbin at 1-284-541-3582

Who We Are

We are the leading telecommunications company, connecting more than 40 markets in Latin America and the Caribbean with our video, broadband internet, telephony, and mobile services under the consumer brands VTR, Flow, Liberty, Más Móvil, BTC, and Cabletica. We started small, and now we're growing. We're excited

about the future as we strive to unlock opportunities in the region

Why join us

Technology excites us enables us and drives us. We´re proud of the services we provide, the markets that we serve, and our people coming together to enhance our customers´ lives with technology so that they can connect, work, live and play without missing beat. Throughout Liberty Latin America, our passion and pride are brought to life through our shared vision to bring innovation that will create moments that matter to our customers, delivering growth in our markets with one vision, one culture, and one team.

Liberty Latin America provides equal employment and advancement opportunities to all colleagues and applicants for employment without regard to age, color, citizenship, disability or perceived disability, ethnicity, gender, gender identity or expression, genetic information, marital or domestic partner status, military or veteran status, national origin, pregnancy/childbirth, race, religion, sexual orientation, or any other category protected by federal, state, and/or local laws.